



**State of Vermont**  
**Department of Financial Regulation**  
89 Main Street  
Montpelier, VT 05620-3101  
[www.drf.vt.gov](http://www.drf.vt.gov)



For consumer assistance:  
[Banking] 888-568-4547  
[Insurance] 800-964-1784  
[Securities] 877-550-3907

**Division of Insurance**  
**Consumer Assistance Section**  
**Property/Casualty, Life/Annuity and Miscellaneous**  
**Quarterly Statistics**  
**April 1, 2012 – June 30, 2012**

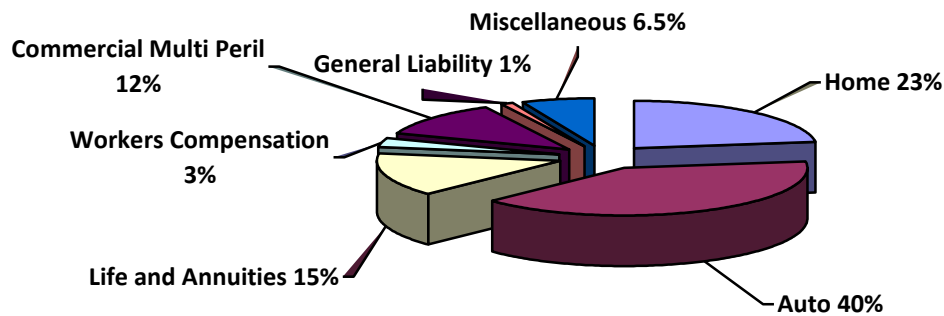
**Summary of Written Inquiries and Complaints**

**Totals**

Inquiries Opened	302
Written Complaints Opened	66
Telephone calls received	553

<b>Dollar Amount Recovered for Consumers</b>	<b>\$133,145.00</b>
<b>Average Days to Close Complaint</b>	<b>41</b>

**Types of Complaints by Percentage**



**Nature of Complaints by Percentage**

